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the EXCHANGE

CIS Meets International Quality Standard

The University of Tennessee's Center for Industrial Services (CIS) last year led the university's outreach and economic development efforts by helping industries and businesses create 10,800 jobs statewide and growing Tennessee's economy by \$461 million.

On May 10, CIS announced that the agency achieved a major registration that will allow it to even better serve the state's small- to medium-size manufacturers and entrepreneurs.

CIS is now registered to the international quality standard ISO 9001:2000, meaning the center's customer service processes and quality management systems meet the stringent business standards established by the

International Organization for Standardization (ISO).

"When it comes to serving our manufacturing customers in Tennessee and growing the state's economy, the university recognizes the benefits of doing things the right way. About two years ago, we realized the need to document our processes and to say, with certainty and proof, that at the UT Center for Industrial Services, we do things at an international level of excellence," said Hank Dye, UT vice president for public and government relations.

In its quest for ISO 9001:2000 registration, CIS made a deliberate effort to document, implement and improve the center's processes, systems and methods. The CIS staff has processed and completed more than 20 corrective and preventive measures to improve work processes or prevent problems with customer service delivery. Since November 2006, CIS has conducted internal audits of its processes and systems and identified opportunities for improvement. Staff members have identified more than 70 system improvements, addressing both large and small issues.



CIS staff members met in Knoxville May 10 to celebrate the agency's recent ISO registration.

"We simply documented our core processes and learned to follow a simple mantra: 1) Say what you do—write it down; 2) Do what you say—implement it; 3) Prove that you did what you said—record your actions; and, finally, 4) Improve the system continually from that point forward," said Lynn Reed, CIS' quality management representative who led the center through the registration process.

The center's efforts culminated with a registration audit by Jim King, an ISO lead auditor representing NSF-ISR registrars in Chattanooga. The registrar certified UT's CIS to the ISO 9001:2000 standard, and according to King, CIS' quality management system exceeds some quality systems that have been in place for 10 years.

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A newsletter of
THE UNIVERSITY of TENNESSEE
Institute for Public Service

NFA Welcomes 18th Session, Icelandic CSI

The popular TV show, "CSI: Crime Scene Investigation," may be in reruns, but UT's National Forensic Academy is featuring two new components with its 18th class that convened May 7.

The NFA—an intensive, 10-week, in-residence training program where a select group of law enforcement officials learn about evidence identification, collection, and preservation—is welcoming its first international student during this session.

Also, for the first time, the NFA is offering a glimpse into real CSI training. Some of the 18 NFA participants will write journals about what they are learning, and some of their entries will be posted on the NFA's Web site, <http://www.nfa.tennessee.edu/>.

Johann Eyvindsson, a member of the Icelandic Police in Kopavogur, Iceland, is among the 18 law enforcement officers enrolled in this session. The other 17 participants hail from eight different states—New Jersey, Kentucky, Mississippi, Tennessee, Texas, Georgia, Oklahoma, and Arkansas. More than 270 CSIs from 43 states and the District of Columbia have graduated from the academy since its formation in 2001.

Like most CSIs with an interest in the program, Eyvindsson—who

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Newly-Certified Homeland Security Program Goes to Orange County, Calif.

The Center for Homeland Security Training (CHST) is celebrating two milestones.

Thanks to a great deal of hard work by CHST staff in developing and piloting Transit Terrorist Tools & Tactics (T4), the U.S. Department of Homeland Security has issued an official letter of certification for that course. The first of the 24 grant-funded deliveries of T4 took place in Orange County, Calif., the week of May 21. T4 is the first UT Law Enforcement Innovation Center (LEIC) course to be certified by the U.S. Department of Homeland Security.

In other news, the Center for Homeland Security Training recently hosted the first pilot for a groundbreaking forensic training course. The course, Advanced Forensic Investigations for Hazardous Environments, was developed by Louisiana State University's National Center for Biomedical Research and Training in partnership with the LEIC. This 40-hour training is designed

to teach experienced crime scene investigators how to perform their duties in a contaminated environment. Participants traveled from across the state of Tennessee and from as far away as Florida and Iowa to attend. Many of them were graduates of the National Forensic Academy, another longstanding program of UT's LEIC.

During the week, participants learned of the hazards involved in working a crime scene that has been contaminated with chemical, biological, or radiological agents and how to adapt their normal procedures accordingly. Innovative tabletop and practical exercises gave participants an opportunity to work a mock crime scene while wearing Level B HazMat suits.

Additional pilots will be conducted over the next few months. When the course is certified, it will be taught several times a year in cities across the nation.



CIS Meets International Quality



Registered to
ISO 9001

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"The registration process forced our staff and senior management to focus on our mission—assisting Tennessee businesses and industry in improving their competitiveness in order to provide good jobs and a high quality of life for Tennesseans," said David Hall, executive director of UT's CIS.

"When we do our monthly and quarterly management reviews, we are using data and substantiated information to help drive our decision-making processes. One of our strategic goals is to produce \$800 million worth of economic impact for the state by 2010," Hall said.

CIS was created in 1963, when the university determined that CIS would provide assistance to industries statewide, but primarily to small- and medium-size companies. Even with the tremendous growth of resources and services, this focus has not changed.

An agency of UT's statewide Institute for Public Service, CIS is funded by state appropriations, contracts, cooperative agreements with state and federal agencies, and funds generated by fee-based services.



IPS Welcomes New Employees



Front row, left to right, are Gary Petree, Debbie Barber, and Josh Jones. Back row, left to right, are Sherri Brown, Bonnie Curran, Dan Baker, and Elaine Morrissey.

On May 2, UT's Institute for Public Service (IPS) hosted an employee orientation at the UT Conference Center in Knoxville for eight of its newest employees.

Attending the orientation as new employees were Debbie Barber, Center for Industrial Services (CIS); Sherri Brown, IPS central office; Dan Baker, Law Enforcement Innovation Center (LEIC); and Bonnie Curran, Josh Jones, Janet Kelly, Elaine Morrissey, and Gary Petree, all of the Municipal Technical Advisory Service (MTAS).

IPS Associate Vice President Dr. Mary Jinks opened the session by welcoming each employee to the orientation and giving them an overview of IPS—its roles and scope—and by highlighting how important each and every employee is to the organization and to the university.

New staff members learned more about the four agencies and leadership programs that comprise the institute by hearing from the executive directors of the agencies. David Hall (CIS), Mike Garland (County Technical Assistance Service), Bob Schwartz (MTAS), and Dan Baker (LEIC), discussed the primary functions and resources of their agencies, then talked about commonalities and differences among the separate agencies during a panel discussion led by Jinks.

Melissa Ashburn, chairman of the IPS Employee Relations Committee (ERC), gave the new employees information about the role the ERC plays in responding to employee issues and concerns. She told them how to find the ERC's meeting minutes and who is on the committee, then shared information about the next ERC meeting.

To wrap up the orientation, IPS Director of Development Tom Looney talked about the current Campaign for Tennessee, along with the importance of supporting IPS and its many worthwhile programs.

IPS welcomes its newest staff members and encourages them to be proud of the work they will do every day across the state on behalf of their agency, the institute, and the university.



Kingston Candidates Debate Issues

On May 2, MTAS Management Consultant Margaret Norris served as a moderator for a city council candidate debate sponsored by the city of Kingston. Three out of four candidates participated in the forum.



Margaret Norris

Opening and closing statements were made, and each candidate had two minutes to respond to questions that covered a wide variety of subjects—police, economic development, a property-tax freeze for senior citizens, sign regulations, and ethics.

The candidates were candid and drew a chuckle or two from the crowd in some of their responses.



Doane Helps Duncan Federal Building Go “Green”

David Doane, a consultant with UT's Center for Industrial Services, received recognition from the U.S. General Services Agency for helping certify Knoxville's John Duncan Federal Building as a “LEED EB building,” which is a certification from the U.S. Green Building Council for Leadership for Energy and Environmental Design.



David Doane

Doane was a team member on the certification process and also was the commissioning agent for the project. He will continue to monitor the energy and environmental performance of the building for 12 months.

The John Duncan Federal Building is the second in the United States and the first in the Southeast to receive the designation.



MTAS Team Completes Chattanooga Municipal Code



MTAS Code Team member Nancy Gibson holds a copy of the newly-revised Chattanooga Municipal Code.

Congratulations to UT's Municipal Technical Advisory Service (MTAS) Code Team—Steve Lobertini, Linda Winstead, Nancy Gibson, Doug Brown, and Hannah Kraemer—on their completion of the Chattanooga Municipal Code. This project took more than 1,000 hours to complete.

The city of Chattanooga wanted the revised code to be in the same format as their existing code, so a different word-processing program had to be used to match it exactly. The code was to be formatted for two-sided printing, which is different from how most codes are produced.

When all the work was finished, the code totaled 2,900 pages in two volumes. In mid-April, a representative from the city came to pick up the material—and they were happy with a job well done.



County Officials Discuss Legislation at County Government Day

Education funding and senior property tax relief were topics of discussion at the recent County Government Day in April in Nashville. The meeting—sponsored by the County Officials Association of Tennessee (COAT) and the Tennessee County Services Association (TCSA)—is an opportunity for county officials to meet, network, and discuss current legislation with their senators and representatives. UT's County Technical Assistance Service (CTAS) assisted with registration, scheduling, and facilitating sessions.

More than 500 county officials attended the annual conference. During the breakfast and general session on the morning of April 18, various state officeholders spoke on issues of concern to Tennessee. Speakers included Gerald Nicely, commissioner of the state Department of Transportation; House Speaker Jimmy Naifeh; Lt. Governor Ron Ramsey; and Governor Phil Bredesen. After the breakfast, David Connor, CTAS legal consultant, and Doug Goddard, executive director of the Tennessee County Commissioner Association (TCCA) offered the training session on senior tax relief.



CIS Staff Meeting Called “Best Ever”

“You know, this year's staff meeting was more like a corporate retreat. I think everyone really enjoyed it,” said David Hall, executive director for UT's Center for Industrial Services (CIS). Held at Fall Creek Falls State Park, CIS staff not only got down to business, reviewing goals and achievements, but the staff also used the event as a way to build camaraderie.

Prior to two days of meetings, several CIS staff members played a round of golf. Some brought family members and enjoyed hiking and horseback riding. After reviewing official business, many played horseshoes and shuffleboard in the evening. “It's nice to get to know your co-workers in a way that's not all business,” commented Lynn Reed, CIS resource manager.

“It was like we were all family at a reunion,” added Sherri Cooper-Duru, CIS financial specialist.

The staff also took a half-day training class on CPR and portable defibrillators. “With the university planning on installing defibrillators, we felt this was the ideal time to



The CIS staff show their enthusiasm at one of the sessions.

train on their proper use,” said Becky Peterson, CIS finance and administrative manager.

Apparently, a good balance between work and recreation is the key to a successful and productive staff meeting. “The only complaint was that cell phone service was poor, way out ‘in the sticks.’ I think for this meeting, that was a good thing,” Hall said.



GET TO KNOW...

Margaret Norris MTAS

Margaret Norris is a municipal management consultant who joined UT's Municipal Technical Advisory Service (MTAS) in 2001. Norris previously interned at MTAS, too.

Norris holds an undergraduate degree from the University of Tennessee, Knoxville, with a double major in psychology and Spanish, and she holds a master's degree in public administration from the University of Tennessee at Chattanooga.

She grew up in the Murfreesboro area, but her parents moved to Ohio while she was in high school. Norris says she returned to Tennessee as fast as she could!

The people she works with are a highlight of Norris' job. She says her job as a management consultant has expanded and is doing more than ever. She thinks there will always be a need for MTAS and its services to Tennessee cities.

When not at work, Norris says her hobby is spending time with her husband Ben, but she also likes sports and working Sudoku puzzles. The couple enjoys traveling, and they try to get to Key West, Florida, as often as possible.

★ ★ ★



Margaret Norris

Brian Spears CTAS

Brian E. Spears is an information technologist for UT's County Technical Assistance Service (CTAS). He joined the CTAS staff full-time in January 2006 after previously working with the former Center for Government Training, Event Management Services, and the Center for Industrial Services. Spears organizes and updates the CTAS library, keeps an inventory of CTAS publications, and assists with mailings and other projects. In 1998, he received the IPS Horizon Award for his dedication and hard work.

Spears enjoys volunteering his time and expertise for many projects in Middle Tennessee. He has assisted Tennessee teachers during conferences and has served as a volunteer aid for the Governor's Conference on Forestry and the Tennessee Drug Free Conference. He is also a regular volunteer for "Hands On Nashville," a community-based effort designed to assist local schools and non-profit organizations by providing skilled volunteers.

An important part of Spears' life is his family. His mother, Josephine Brown, is a former instructor at Nashville State Tech. His brother, a computer analyst, and sister-in-law, a dentist, live in Atlanta. His sister is a chiropractor in Nashville. Spears is a devoted uncle to his 4-month-old niece Jordan.

★ ★ ★



Brian Spears

NFA Welcomes 18th Session

(Continued from page 1)

contacted the NFA after learning about the program from an American colleague who had attended—has waited for about a year for an available slot. Unlike U.S. participants, Eyvindsson will pay the full cost of the 10-week program. For U.S. participants, primary funding of the program is provided by the Bureau of Justice Assistance, U.S. Department of Justice.

The NFA is a program of UT's Law Enforcement Innovation Center. Three NFA sessions are held each year in Knoxville, and class size is limited so each student has ample opportunity to research and practice the techniques demonstrated throughout the session.

About 60 percent of training involves hands-on field exercises. Participants watch vehicles explode and burn, study actual human remains, and analyze bloodstain patterns at mock crime scenes. As they process these scenes, NFA students can try new techniques, such as a new chemical to process fingerprints, before using them in an actual investigation.

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Dr. Bill Bass, front and center, welcomed NFA Session XVIII to Knoxville at the academy's opening day luncheon.

Staff Applause



Amanda Watts

To: Amanda Watts and Mike Hill, LEIC
From: J.C. Upshaw Downs, M.D.
Coastal Regional Medical Examiner
Decatur, Georgia

The first annual Child Fatality Review Conference was a grand success! I have heard nothing but praise from all who attended. The participants came away from the conference with a renewed enthusiasm for their work. The LEIC and COPS program allowed this direct outreach to the local, predominately rural, areas we serve. The information passed on has already been directly applied in several child death investigations, enhancing the outcome in the respective cases.

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Mike Hill

To: Amanda Watts, LEIC
From: John P. Moore
National Youth Gang Center
Tallahassee, Florida

It was a pleasure working with you in co-hosting the Gangs 101 Train-the-Trainer course in April. We enjoyed working with you and Mike Hill and appreciate your assistance in publicizing this training and obtaining POST certification for this course. We look forward to the opportunity of working with you again.

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Romeo Morrissey

To: Romeo Morrissey, LEIC
From: Jerome H. Morton, Training Director
Tennessee Internship Consortium

Thank you for your superb diversity training presentation to the Tennessee Internship Consortium in Psychology's (American Psychological Association Accredited) doctoral internship class in school psychology. Due to the outstanding information you provided, the interns have requested that you return to speak with them on securing and preparing school staff for reducing the likelihood of violence on campus or minimizing its impact should a tragic event occur. Your speaking to them will have a wider impact not only on schools in Tennessee, but also in other parts of the country as well. We have a great deal to learn from you. Thank you for your many contributions for making the world a better place.

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Mike Tallent

To: Mike Tallent, MTAS
From: Robert J. Mullin, Mayor
City of Lakesite

I want to thank you for your February letter and its enclosure which provided MTAS legal opinions regarding municipal authority to regulate aesthetics for double-wide mobile homes. Also express my thanks to Sid Hemsley for his extensive research and lucid discussion of the subject. Lakesite city commissioners and staff are very appreciative of the continuing training and technical assistance provided by MTAS. We consider MTAS a valuable asset to municipal government.

★ ★ ★



Sid Hemsley



Warren Nevad

To: Warren Nevad, MTAS
From: James W. Pinkerton, City Manager
City of Kingston

Thank you for speaking to the Harriman Rotary Club. Several people have mentioned the good program you provided. You do such a good job for us!

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TAMCAR Participants Learn “It’s Your City”

The semi-annual meeting and institute of the Tennessee City Clerks and Records (TAMCAR) was held in March in Franklin.

One of the programs was entitled “It’s Your City,” based on the book *It’s Your Ship* by Capt. Michael Abrashoff of the U.S. Navy. All 50 participants read Abrashoff’s book in advance, then participated in a four-hour discussion about how to apply his management techniques to their jobs in city hall.

Many of the examples from the book were reinforced by examples from the city recorders’ cities. For example, cross training is important on a U.S. Navy destroyer and, it turns out, very important in city hall, too.

Bob Schwartz, executive director of UT’s Municipal Technical Advisory Service, facilitated the program.

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CTAS Training Corner

One of the goals of the County Technical Assistance Service (CTAS) is to work in cooperation with county official associations. CTAS helps accomplish this goal by offering training sessions at association meetings throughout the year.

In May, an ethics session was taught at the Assessor of Property Association meeting at Paris Landing State Park. The session’s main focus was on ethical decision making in the workplace. At the end of the month, a communication skills session and an ethics session were taught at the Tennessee County Trustee Association meeting at Pickwick State Park. The ethics session was taught by Steve Austin, CTAS legal consultant.



Steve Austin

CTAS also conducted Capstone training May 16–18 at Montgomery Bell State Park. Capstone is the final requirement for county officials working toward their Certified Public Administrators certification.

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What do they do?

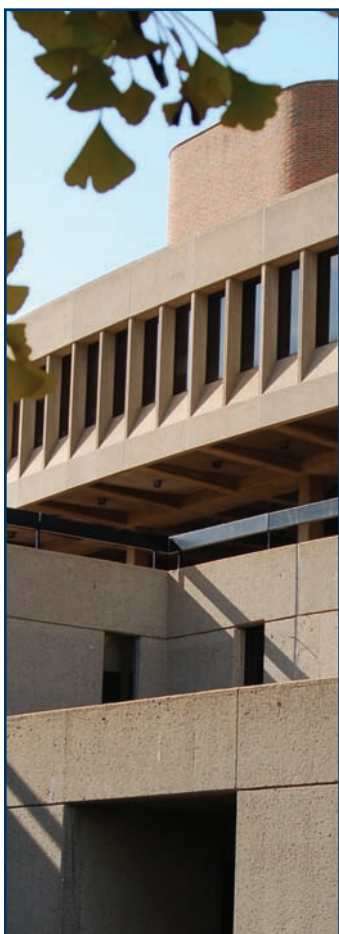
Here’s another look at the day-to-day responsibilities of staff in the IPS central office in Knoxville. These staff members support all IPS personnel statewide and are employees of the system-wide Institute for Public Service, which is separate from the Knoxville academic campus.

Tom Looney is the development director for the Institute for Public Service. He directs private fundraising and communications for the institute and serves as facilitator to the agencies in planning and executing fundraising strategy.

In development, Looney spends his time researching, cultivating, and soliciting major donor prospects. He oversees the annual giving operation of alumni, friends, and staff of the institute, including the university’s Family Campaign. He maintains giving records for the institute (with a lot of help from Charlotte Brooks in the central office, who supports the development function).

Looney also works with the central office communications team on publications, messaging, and media relations and coordinates content management for the institute’s Web space.

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Tom Looney on the road again

Mark your calendar!

2007 IPS ANNUAL CONFERENCE

October 17-18 at the Park Vista Hotel in Gatlinburg

Recognize your IPS colleagues for their good work throughout the year and nominate them for a 2007 IPS award at <http://intranet.ips.tennessee.edu>.



June 2007 Calendar of Events

CIS

June 5	Lean Manufacturing Overview, Knoxville
June 11	40-Hour Site Worker, Gatlinburg
June 13	Tennessee Environmental Regulatory Overview, Memphis
June 19	Air Regulations, Knoxville
June 20	Clandestine Meth Lab Decontamination, Knoxville

CTAS

June 5-6	TCSA Post Legislative Conference, Gatlinburg
June 6-8	Tennessee State Association of County Clerks, Cleveland
June 12-14	State Court Clerks Conference, Nashville
June 14	Dealing with Difficult People, Franklin
June 20-22	COCTP Capstone, Montgomery Bell State Park

IPS

June 24-29	Tennessee Government Management Institute, Knoxville
June 27	Tennessee Executive Leadership Academy, Nashville

LEIC

June 4-7	Leadership for Law Enforcement, Washington County
June 11-13	Survival Spanish, Murfreesboro
June 20-21	Secure and Prepared Schools, Paris Landing
June 21-22	Regional Community Policing Institute DNA Training, Murfreesboro
June 27-28	School Security Team Training, Harrogate

MTAS

June 5	Human Resource Overview, Knoxville
June 5	Developing Teamwork, Millington
June 12	Workplace Harassment and Workplace Violence, Collierville
June 12	Communication Skills, Millington
June 14	Dealing with Difficult Behavior, Franklin
June 19	Risk Management and Safe Workplace Environment, Knoxville
June 19	Interviewing, Selecting, and Retaining Employees, Millington
June 26	Developing and Maintaining Discipline, Millington

June Service Anniversaries

Donna Bridges, CIS	4 years
Charlotte Brooks, IPS CO	38 years
Derek Brownlee, LEIC	3 years
Kami Bruner, LEIC	2 years
John Chlarson, MTAS	9 years
Nancy Gibson, MTAS	11 years
Lynne Holliday, CTAS	23 years
Libby McCroskey, CTAS	16 years
Pam Peters, CTAS	35 years
Deidra Phillips, LEIC	1 year
Sharon Rollins, MTAS	22 years
Becky Smeltzer, MTAS	9 years
Bill Stetar, CIS	8 years
Norma Wilcox, CIS	16 years

Recruitments

IPS CO

Information Specialist, Knoxville

CIS

Manufacturing Consultant, Johnson City
Lean Manufacturing Consultant, Nashville
Program Manager, Nashville or Knoxville

CTAS

Jail Management Consultant, Nashville

LEIC

Business Manager, Oak Ridge
Accounting Assistant, Oak Ridge
Coordinator, Oak Ridge

MTAS

Program Resource Specialist, Nashville

New Hires

IPS CO, Knoxville

Thomas Kohntopp
Leadership Program Manager

LEIC, Oak Ridge

Sabrina Rhodes, Coordinator

Staff Departures

CIS, Nashville

Carmen Rowe

CTAS, Nashville

Ron Fults

LEIC, Knoxville

Jami Cox
Jeanine Russell



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